



APPL. No.: 10/602,593  
ATTORNEY DOCKET: 52493.000312

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: )  
Steven E. TIVEY et al. )  
Appln. No.: 10/602,593 ) Art Unit: 3629  
Filed: June 25, 2003 ) Examiner: To Be Assigned

For: SYSTEMS AND METHODS FOR PROCESSING SALES LEADS BASED ON  
DISPOSITION

## INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56, 1.97, and 1.98, Applicants respectfully request consideration of the references listed on the attached Form PTO/SB/08A.

Copies of the references listed are also enclosed.

This Information Disclosure Statement (IDS) is not to be construed as a representation that a search has, or has not, been conducted or that no better art exists. The filing of this IDS is not to be construed as admission that the information cited in the IDS is, or is considered to be, material to patentability as defined in 37 C.F.R. § 1.56(b).

Accordingly, Applicants respectfully request that the Examiner consider the documents cited on the Form PTO/SB/08A and that the Examiner indicate that the documents have been considered in this application by returning a copy of the Form PTO/SB/08A with the Examiner's initials in the left column per MPEP 609.

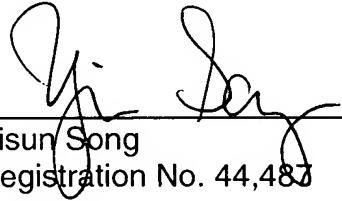
This Information Disclosure Statement is filed prior to issuance of the first Office Action. Accordingly, no fees are due. If any fees are incurred upon the filing of this Information Disclosure Statement, including any petition fees, please charge the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS LLP

Date: March 29, 2004

By:

  
Yisun Song

Registration No. 44,483

HUNTON & WILLIAMS LLP  
1900 K Street, N.W.  
Suite 1200  
Washington, D.C. 20006-1109  
Telephone: (202) 955-1500  
Facsimile: (202) 778-2201

YS/sdw

MAR 29 2004

PTO/SB/08A (10/01) (modified)

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

| Substitute for form 1449A/PTO<br><b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b><br><i>(use as many sheets as necessary)</i>                                                                                                         |          |                                                                                                                                                                                                                                                                |                                | <b>Application Number</b>                          | 10/602,593                                                                      |                          |                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------------------------------|---------------------------------------------------------------------------------|--------------------------|--------------------------|
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                | <b>Filing Date</b>                                 | June 25, 2003                                                                   |                          |                          |
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                | <b>First Named Inventor</b>                        | Steven E. TIVEY et al.                                                          |                          |                          |
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                | <b>Art Unit</b>                                    | 3629                                                                            |                          |                          |
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                | <b>Examiner Name</b>                               | Unassigned                                                                      |                          |                          |
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                | <b>Sheet</b>                                       | 1                                                                               | of                       | 1                        |
| <b>U.S. PATENT DOCUMENTS</b>                                                                                                                                                                                                              |          |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 |                          |                          |
| *Examiner Initials                                                                                                                                                                                                                        | Cite No. | DOCUMENT NUMBER<br>Number - Kind Code (if known)                                                                                                                                                                                                               | Publication Date<br>MM-DD-YYYY | Name of Patentee or<br>Applicant of Cited Document | Pages, Columns, Lines, Where<br>Relevant Passages or Relevant<br>Figures Appear |                          |                          |
| 1.                                                                                                                                                                                                                                        | US-      | 5195170                                                                                                                                                                                                                                                        | 03-16-1993                     | Eberhardt                                          |                                                                                 |                          |                          |
| 2.                                                                                                                                                                                                                                        | US-      | 5615121                                                                                                                                                                                                                                                        | 03-25-1997                     | Babayev et al.                                     |                                                                                 |                          |                          |
| 3.                                                                                                                                                                                                                                        | US-      | 5737728                                                                                                                                                                                                                                                        | 04-07-1998                     | Sisley et al.                                      |                                                                                 |                          |                          |
| 4.                                                                                                                                                                                                                                        | US-      | 5943652                                                                                                                                                                                                                                                        | 08-24-1999                     | Sisley et al.                                      |                                                                                 |                          |                          |
| 5.                                                                                                                                                                                                                                        | US-      | 5963911                                                                                                                                                                                                                                                        | 10-05-1999                     | Walker et al.                                      |                                                                                 |                          |                          |
| 6.                                                                                                                                                                                                                                        | US-      | 6134530                                                                                                                                                                                                                                                        | 10-17-2000                     | Bunting et al.                                     |                                                                                 |                          |                          |
| 7.                                                                                                                                                                                                                                        | US-      | 6324568                                                                                                                                                                                                                                                        | 11-27-2001                     | Diec                                               |                                                                                 |                          |                          |
| 8.                                                                                                                                                                                                                                        | US-      | 6356880                                                                                                                                                                                                                                                        | 03-12-2002                     | Goossens et al.                                    |                                                                                 |                          |                          |
| 9.                                                                                                                                                                                                                                        | US-      | 20030005299                                                                                                                                                                                                                                                    | 01-02-2003                     | Xia et al.                                         |                                                                                 |                          |                          |
| <b>FOREIGN PATENT DOCUMENTS</b>                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 |                          |                          |
| *Examiner Initials                                                                                                                                                                                                                        | Cite No. | FOREIGN PATENT DOCUMENT                                                                                                                                                                                                                                        |                                | Publication Date<br>MM-DD-YYYY                     | Name of Patentee or<br>Applicant of Cited Document                              | TRANSLATION              |                          |
|                                                                                                                                                                                                                                           |          | Country Code:                                                                                                                                                                                                                                                  | Number - Kind Code (if known)  |                                                    |                                                                                 | YES                      | NO                       |
|                                                                                                                                                                                                                                           |          |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>NON-PATENT LITERATURE DOCUMENTS</b>                                                                                                                                                                                                    |          |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 |                          |                          |
| *Examiner Initials                                                                                                                                                                                                                        | Cite No. | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published |                                |                                                    |                                                                                 | TRANSLATION              |                          |
| YES                                                                                                                                                                                                                                       | NO       |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 |                          |                          |
|                                                                                                                                                                                                                                           | 10.      | AKIBIA, CRM: Case Studies, Consulting: Clients, < <a href="http://www.polaris1.com/ecrm/casestudies/citibank/default.asp">http://www.polaris1.com/ecrm/casestudies/citibank/default.asp</a> >, printed 3/26/02, 2 pages                                        |                                |                                                    |                                                                                 |                          |                          |
|                                                                                                                                                                                                                                           | 11.      | SIEBELFANS.COM, What is Siebel?, < <a href="http://www.siebelfans.com/More_on_siebel.htm">http://www.siebelfans.com/More_on_siebel.htm</a> >, printed 3/26/02, 3 pages                                                                                         |                                |                                                    |                                                                                 |                          |                          |
| EXAMINER SIGNATURE                                                                                                                                                                                                                        |          |                                                                                                                                                                                                                                                                |                                | DATE CONSIDERED                                    |                                                                                 |                          |                          |
| *EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. |          |                                                                                                                                                                                                                                                                |                                |                                                    |                                                                                 |                          |                          |